

DIGITAL GLUE

Website Maintenance packages

Digital Glue offer a choice of three levels of website maintenance packages to suit the needs of a range of clients; Basic, Business & Pro. These packages are designed to ensure your peace of mind and provide cost effective update options. Bespoke support packages can be designed on request.

Minimum contract term is 12 months with 1 months' notice required to cancel.

Payment is quarterly in advance.

	Basic £50 per month	Business £75 per month	Pro £100 per month
BACK UP			
Complete website backups	Weekly	Twice weekly	Daily
SECURITY			
Total Security		✓	✓
Inc. time for fixes to attacks/mnth	2 hours	3 hours	4 hours
Response time	3 working days	2 working days	1 working day
Malware Scanning		✓	✓
File change alerts		✓	✓
Blacklist prevention		✓	✓
SOFTWARE UPDATES			
Software updates	✓	✓	✓
SITE REPORTING			
Analytics Site report			✓
Digital Glue activity report	✓	✓	✓
SEO			
SEO audit			✓
HOSTING			
Secure Hosting/mnth*	£5.99 / mnth	✓	✓

**Website hosting costs can be higher for very large websites/ecommerce stores or when traffic volume is expected to be high.*

Features

Backup

- **Complete website backups**

Including all code, databases and settings. Backups are all stored off site and on separate cloud storage to that of your website to ensure safe, quick and easy recovery in the event a site needs to be restored.

Security

- **Total Security**

Built to secure and protect your website, reducing the risk from common types of attack. Includes Brute Force Protection to limit the number of failed login attempts. Allow only certain computers at specific locations access to your site. File Change Detection including email alerts to immediately identify a possible hack, and unique login URLs so hackers don't know where to look.

- **Site Fixes**

While we will take measures to help secure and protect your website, we cannot guarantee that your site may not receive malicious attempts at hacks. For your peace of mind we put in place a bank of hours, where we would attend to any issues created by a malicious external hack. Any single issue up to your allotted bank of hours (2, 3 or 4 hours) would be covered by this agreement. If we believe that the issue will take more time to resolve, we will quote separately for the time involved in fixing the issue.

- **Malware Scanning**

An on-going malware scan will be in place to ensure and report against any unwanted nasties.

- **Blacklist Prevention**

Our software will make sure your site and your online reputation are squeaky clean with all the major blacklist checks.

Software Updates

- **Software Updates**

Digital Glue will update your content management system (CMS) and all plugins on the website on a monthly basis to ensure the site is up to date. This regular update programme protects the site from many basic common hacks and viruses and ensures you are running the most up to date versions of software.

Site Reporting

- **Analytics**

We will provide a report using Google Analytics to give you insights into how visitors find and use your site, and how to keep them coming back.

- **Digital Glue Activity Report**

Each month we will provide a breakdown of the work done as part of your website maintenance agreement so you can see exactly what we've been up to.

SEO

- **SEO audit**

Each month we will run a diagnostic audit of your entire site to identify any content on your site that may be in need of optimisation.

Hosting

- **Secure Hosting**

We provide hosting on secure servers. Fast, secure & reliable web hosting, backed up by UK based support 24x7. On a cloud platform, our hosting package is built on the latest technology.

Additional Services not included

Website Site updates

Ad hoc updates: To deal with ad hoc updates to your site we offer two solutions.

- Ad hoc: Updates charged at £45 per hour, in minimum of ½ hour increments
- Bank of hours: Blocks of 10 hours charged at £40 per hour paid upfront and called off as required.